



IRIS 3000® VIDEO PHONE USER MANUAL



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Safety Instructions

This guideline is for user safety and prevention of any financial loss in advance. Read thoroughly before using your video phone.

Precautions are categorized in two types and meanings are as follows:





	Warning This is a sign alerting you of possible death or severe injury if the instruction is not followed.
	Caution This is a sign alerting you of possible injury or financial loss if the instruction is not followed.
	CAUTION When removing the power adapter, turn off the power switch and unplug the power plug. <ul style="list-style-type: none"> • Unplugging while the power is on may cause breakage of your video phone. Do not install the video phone in an unsafe place, or on an unstable surface. • Use a soft fabric when cleaning the LCD or camera. • Do not use strong chemical solutions or abrasive materials to clean your video phone as they can damage the equipment, especially the LCD or camera. Install your video phone close to the most accessible electrical outlet.
	WARNING Do not install the unit in a location where it can be affected by dust or gas. Do not disassemble or modify the video phone or power adapter. The warranty will not cover any defect that occurs due to such mishandling. To avoid damage, overheating or shock, do not install in a humid location. Do not install the unit in direct sunlight or near heat sources, such as radiators. To avoid electric shock, do not touch the power adapter during thunder and lightning. To prevent damage, keep the unit safe from sudden shock. Do not apply excessive force, especially to the LCD screen or camera. <i>Sudden changes of temperature may cause damage to the unit. Disconnect the power cable when the unit is not in use for an extended period of time. Only use the power adapter supplied with the video phone.</i>

1. INSTALLING THE ACN VIDEO PHONE

1.1 Video Phone Components

The following items should be included with your ACN Video Phone. If an item is missing, please contact ACN Digital Phone Service Technical Support – 888-414-1958 (U.S.) or 866-913-3445 (Canada).

***Warning:** Use the Power Adapter that comes with your video phone. Use of any other power adapter, other than one provided by ACN, may result in corruption of your video phone or even fire.

			
Main Body of ACN Video Phone	Handset	Ethernet Cable	Power Adapter

Before you get started:





Wired Internet service with 256 kbps upload speed or higher is required to use ACN's Video Phone

ACN's Video Phone only works with ACN Digital Phone Service

Recommended Setup: Router with Ethernet cable (ACN recommends the LINKSYS WRT 160N)

1.2 Connecting Your Video Phone

For the best result, please follow the installation procedures provided in the Quick Install Guide located in the box with your device.

			
1. Plug in the handset line to the body.	2. Connect the power cable to the power adapter.	3. Connect the Ethernet Cable to the WAN port.	4. Turn on the power switch.

NOTE: The phone's first boot up may take up to 15 minutes. The system will perform an initial software update and provision the phone as part of this boot up process. Please allow ample time for the first boot up. The phone's LCD screen will display a status as it moves through the process. On completion, the phone's registration light will turn green.

1.3 Part Names and Functions



FRONT

- 1.** Handset: Handset of video phone
- 2.** Speaker: Plays ring tones and transfers voice/sound in speakerphone mode.
- 3.** Camera: Captures images that are transmitted to the called party.
- 4.** LCD Screen: Displays your image and the image of the calling party during a call.
- 5.** Keypad: Buttons that operate the functions of the video phone.
- 6.** Microphone: Receives and transmits voice in speakerphone mode.



REAR





- 1.** ON/OFF (I/O): Turns the video phone on/off
- 2.** POWER (DC IN): Connects to the power adapter
- 3.** USB: USB port used to store data on the video phone
- 4.** LAN: Local Area Network connection
- 5.** WAN: Connects to Internet via Ethernet Cable
- 6.** PHONE: Connects Cordless Phone or corded phone to the video phone
- 7.** VIDEO OUT: Transmits video data to TV or Computer
- 8.** AUDIO OUT: Transmits audio data to external speakers or audio system

LAN (Local Area Network) is a computer network covering a small geographic area, like a home, office, or group of buildings. A home network is a residential local area network, and is used to connect multiple devices within the home. The simplest home networks are used to connect two or more PCs for sharing files, printers, and a single connection to the Internet (usually broadband Internet through a cable or DSL provider).

WAN (Wide Area Network) is a computer network that covers a broad area. WANs are used to connect LANs and other types of networks together, so that users and computers in one location can communicate with users and computers in other locations. The wide area network provides network address translation (NAT), allowing multiple devices such as computers or video phones to share one IP address and Internet connection. The router can be identified as it almost always has five Ethernet ports on the back. One port is separate from the four other ports. The largest and most well-known example of a WAN is the Internet.

Keypad



KEY	USE
1. REGISTER	The green LED light is on when the video phone is registered to the Internet phone service
2. POWER	Indicates if the video phone is switched on
3. MAIL	Allows you to retrieve voice mail/video mail messages
4. HOLD	Enables you to place and remove calls from hold
5. MUTE	Disables the voice transmission during the call
6. PHONEBOOK	Provides access to your personal phonebook
7. CONFERENCE	Allows you to audio conference multiple callers onto one call (3-way conference call)
8. PRIVACY	Temporarily disables video transmission on a call or becomes self-view when phone is not in use
9. *	Enters “*”
10. NUMERIC KEYPAD	Enters phone number in the dialing mode or letters in the “Settings” menu
11. #	Enters “#” or rejects incoming call
12. MENU	Activates the “Main” menu on your LCD screen
13. BACK	Moves to the previous menu, finishes a sequence and deletes characters or letters in a sequence
14. MY CONTENT	Future enhancement
15. 	Up Navigation Arrow
16. OK	Use to enter selections and save settings in the “Settings” menu
17. 	Down Navigation Arrow
18. 	Left Navigation Arrow
19. 	Right Navigation Arrow
20. STATUS	Lists information needed for technical support. It lists configuration and version of the software and your phone number
21. CAPS	Allows you to type in all caps mode and selects the type of letters or characters in the input mode. Switches between numeric, lowercase alpha characters and uppercase alpha characters
22. MY APPLICATIONS	Future enhancement
23. REDIAL	Makes a call to the last number dialed
24. SPEAKER	Activates/deactivates the speakerphone
25. CALL	Makes a call to the dialed number

2. USING BASIC FUNCTIONS OF YOUR VIDEO PHONE

2.1 Making a Call

2-1-1. Making a call in dial pad mode.

Pick up the handset or press the **SPEAKER** button

- Enter the phone number
- Press the **CALL** button

Note: Refer to Section 3-3 in this User Manual for instructions on inputting letters and characters.

2-1-2. Making a call in standby mode (When LCD screen is off)

Enter the first digit of the phone number

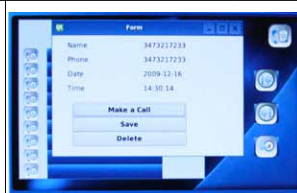
- The dial pad window is displayed
- Enter the remaining digits of the phone number
- Press the **CALL** button



2-1-3. Making a call from the Call Log menu

Press the MENU button

- Use the Navigation Arrows to select "Call Log"
- Press the **OK** button
- Using the Navigation Arrows, select the menu location of the number you wish to call (Total Calls, Answered, Dialed, Missed)
- Press the **OK** button
- Use the Navigation Arrows to select the number
- Press the **OK** button
- Use the Navigation Arrows to select the icon "Make A Call"
- Press the **OK** button



Select "Call Log" and Press **OK**

Select the type of menu and Press **OK**

Select the number and Press **OK**

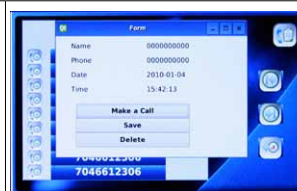
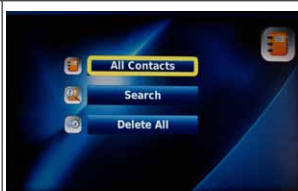
Select "Make a Call" and Press **OK**

Makes the Call

2-1-4. Making a call in phonebook menu

Press the MENU button when the LCD is off or in idle mode.

- The Main Menu is displayed
- Select the Phonebook menu by using the Navigation Arrows
- Press the **OK** button
- Select **All Contacts** and Press **OK**
- Scroll to the desired contact and press **OK**, select Make a Call and press **OK**
- Select Number you wish to call and press **OK**



Select the "Phonebook" from the Main Menu and Press **OK**

Select "All Contacts" and Press **OK**

Scroll to the desired contact and Press **OK**

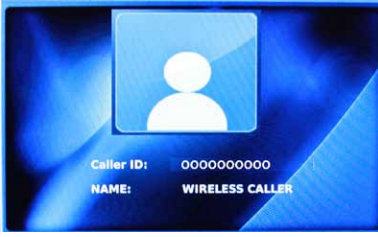
Select "Make a Call" and Press **OK**

Scroll to the number you wish to call and Press **OK**



Makes the call

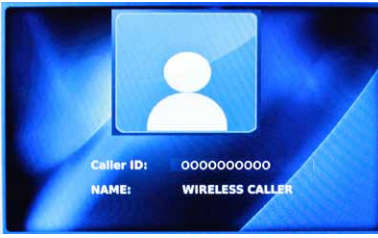
2.2 Receiving a Call



The video phone begins ringing and the LCD screen will show the person calling or the name and phone number of the person calling.

Pick up the handset or press the **SPEAKER** button to answer the call. If there is a picture associated with a contact, it will be displayed.

2.3 Rejecting a Call



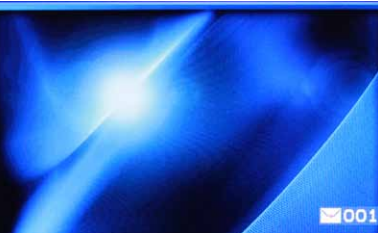
To reject an incoming call, press #. The call will be sent directly to your voice mail.

2.4 Ending a Call

Hang up the handset or if you are in speakerphone mode, press the **SPEAKER** button.

NOTE: Your call data is stored in the Call Log.

2.5 Listening to your Voice Mail



An envelope will appear in the bottom right-hand corner of your screen to indicate you have a video/voice mail message and the number of messages waiting or you will hear a voice mail message tone (5 beeps) when you lift the handset.



To listen to your voice mail messages:

- Press the **MAIL** button on the front of your phone
- Enter your 4 digit passcode and press # (The voice mail access code defaults to 1234)
- Press 1 to retrieve video mail/voice mail message(s)
- If you have any messages, the voice prompt will indicate whether it is a voice mail or video message.

Video Mail/Voice Mail Functions

Press	Command
# Key	To save the message
7	To erase the message
2	To repeat the message
4	To go back to the previous message
5	To play the message envelope
6	To go to the next message
8	To call back the caller
9	For additional options
* Key	To go back to the previous menu

2.6 Viewing the Status



Press the **STATUS** button to view information about your video phone.

Press the back button to exit the status menu.

2.7 Useful Functions During a Call



2-7-1. Mute

Press the **MUTE** button to prevent the other party from hearing your voice. If you want to release mute, press **MUTE** button again.



2-7-2. Privacy

Press the **PRIVACY** button to keep your image from being displayed to the other party. In privacy mode, instead of your image, a 'video muted' image is displayed on the other party's screen. If you want to release privacy mode, press the **PRIVACY** button again.



2-7-3. Volume Control

To adjust the volume during a call:

“◀” Lowers the Volume

“▶” Raises the Volume

Press the **MENU** button

- Select **Volume Control** by using the Navigation Arrows



- Press the **OK** button

- Use “◀▶” to adjust volume

- Press the **BACK** button to return to the previous menu

Note: Any changes to Volume Control in this menu are a per call basis



2-7-4. Brightness Control

In order to control the LCD Brightness during a call:

- Press the **MENU** button
- Select “Brightness Control” by using the navigation arrows “◀▶”
- Press the **OK** button
- Use “◀▶” to adjust








“◀” Decreases the Brightness

“▶” Increases the Brightness




2-7-5. Hold

You can place a call on hold by pressing the **HOLD** button during a call. The LCD will display a silhouette or a blue screen. To resume your call, press the **HOLD** button again.

		2-7-6. Conference Call If you wish to conference another party into an existing phone call, press the CONFERENCE button during the call. The first call will automatically be placed on Hold.
Caller screen On Hold	Screen person called will see On Hold	
	Dial the number of the third person and Press CALL .	
	Once the call connects, the call will conference automatically. <i>NOTE: If the conference originator hangs up during the call, it will hang up the call for all three parties on the phone.</i>	
	2-7-7. Call Waiting You will hear a call waiting tone to indicate “Incoming Call signal” and the Caller ID information will be displayed. <ul style="list-style-type: none">• To accept the incoming call, press “1” (the current call will be placed on hold).• To reject the call, press “2” (the new caller will receive a voice mail Busy Greeting).• Once the incoming call is completed, press the HOLD button again to reconnect to the original caller. <i>If the calling party hangs up, you will be automatically connected to the original caller.</i>	
3. SET-UP		
3.1 Menu		
	Press the MENU button to display the Main Menu. <i>Note: To navigate the menu screens, press the Navigation Arrows “” until you reach the desired menu item. Then press the OK button.</i>	

Main Menu Selections

Phonebook	<ul style="list-style-type: none"> • Store contact names and phone numbers for frequently called numbers • Search for phone numbers by name and number • Place a call directly from this menu
Call Log	<ul style="list-style-type: none"> • View recent calls, including total calls, answered, dialed and missed calls • Place a call directly from this menu
Settings	<ul style="list-style-type: none"> • Provides access to a variety of settings, including System Settings and Time Setting.  <ul style="list-style-type: none"> • In the System Settings menu, you can set the parameters for Network, Factory Reset, Sound, Display, Video and Personal Options. • In the Network menu, you can set your Net Settings, (NAT model or Bridge Model) interface (DHCP, PPPoE, or Fixed IP). • In the Sound menu, you can set your ringtones, ringer volume, handset volume, speaker and audio output. • The Display menu allows you to select your Display Outlet, set LCD brightness and Language options. • The Time Setting menu allows you to set the time parameters such as NTP, D.S.T., and G.M.T.
Unavailable Menus	<p>You are not able to access or change features in the following menus:</p> <ul style="list-style-type: none"> • The Upgrade menu, contains the upgrade server address and the upgrade method. • The Administrator menu provides access to more complex settings, such as SIP, A/V Codec setting, DNS, Proxy and LAN settings.
Digital Photo Frame	<ul style="list-style-type: none"> • Digital Photo Frame allows you to view pictures stored on a SD card or USB flash drive inserted into your phone.
Information	<ul style="list-style-type: none"> • The Information page shows you the main system settings on your video phone


3.2 Using Keypad in Set-Up

Numeric Keys	<ul style="list-style-type: none"> • Used for character input
CAPS Key	<ul style="list-style-type: none"> • Enables you to select the type of characters to enter (Numeric/Lowercase/Capital)
BACK Key	<ul style="list-style-type: none"> • Enables you to return to the previous menu
OK Key	<ul style="list-style-type: none"> • Used to select and enter selections
Navigation Arrows	<ul style="list-style-type: none"> • Used to navigate between menus • Directs you to edit mode, or set values for selected items

3.3 Entering Names and Characters

Press the **CAPS** button to select the input mode (Numeric/Lowercase/Capital) you wish to use. The current input type is indicated on left top of LCD screen, shown by an icon representing the current input type:

- 1** Indicates you are entering "Numbers"
- a** Indicates you are entering "Lowercase" letters
- A** Indicates you are entering "Capital" letters

Key \ Mode	English		Numeric
	Small	Capital	
1 Key	: @ /	: @ /	1
2 Key	abc	ABC	2
3 Key	def	DEF	3
4 Key	ghi	GHI	4
5 Key	jkl	JKL	5
6 Key	mno	MNO	6
7 Key	pqrs	PQRS	7
8 Key	tuv	TUV	8
9 Key	wxyz	WXYZ	9
0 Key	- . _	- . _	0
* Key	*	*	*
# Key	# .	# .	# .
	Forward Space	Forward Space	Forward Space
BACK Key	Backspace	Backspace	Backspace

3-3-1. Entering Numbers

Example: To Enter "123"

- Press the **CAPS** button until the **1** appears in the upper left side of the screen.
- Press the buttons **1, 2, 3** consecutively.

3-3-2. Entering Letters

Press the **CAPS** button until the **A** appears in the upper left side of the screen.

You will press the corresponding key until the desired letter appears. Example: To enter "SKY"

- Press the **CAPS** button to set input mode to A.
- Press buttons '**S**', '**K**', '**Y**' consecutively. (**7, 7, 7, 7** → **5, 5** → **9, 9, 9**)

3-3-3. Entering Numbers and Letters

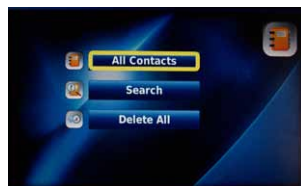
Example: To enter "123.com" You will press the corresponding key until the desired letter appears.

- Press the **"CAPS"** button to set input mode to 1.
- Press buttons **1, 2, 3** and the # key.
- Press the **"CAPS"** button to set input mode to A.
- To spell out "com", press buttons **2, 2, 2, 6, 6, 6** consecutively, pause and hit **6** again.

3.4 Phonebook



Select **PHONEBOOK**
in the main menu and Press **OK**



PHONEBOOK MENU

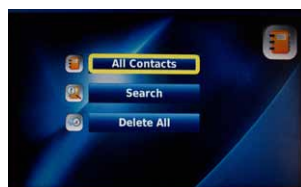
The Phonebook enables you to save frequently used phone numbers and place phone calls directly from the Phonebook. Up to 300 contacts can be stored in the Phonebook.

3-4-1. All Contacts

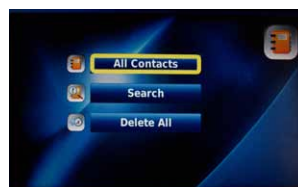
"All Contacts" lists all the contacts you have saved in the phonebook. You can edit and save or delete contact information here.



Select **PHONEBOOK**
in the main menu and Press **OK**



PHONEBOOK MENU



Select **ALL CONTACTS** in the
Phonebook Menu and Press **OK**



ALL CONTACTS LIST

3-4-1-1. Add New Entry

You can add new contact information (such as name or phone number), set up a corresponding ring tone or post a picture of the contact. Once you enter the information, select "Save" to save the data in the Phonebook. If you don't want to save the information, select "Cancel".



Select **PHONEBOOK** in the main menu and Press **OK**



PHONEBOOK MENU



Select **ALL CONTACTS** in the Phonebook Menu and Press **OK**



ALL CONTACTS LIST



Select "ADD NEW ENTRY" in the All Contacts Menu and Press **OK**



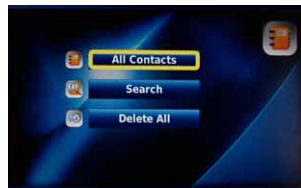
Enter information in "ADD NEW ENTRY" window and select "SAVE"

3-4-1-2. Make Call

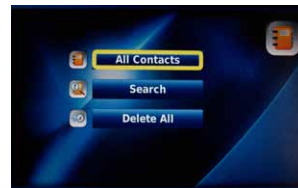
You can make a call to anyone listed in your "ALL CONTACTS" list by selecting the name and the phone number you wish to call.



Select **PHONEBOOK** in the main menu and Press **OK**



PHONEBOOK MENU



Select **ALL CONTACTS** in the Phonebook Menu and Press **OK**



ALL CONTACTS LIST



Select the contact in the All Contacts List and Press **OK**










Select "MAKE A CALL" option in the Menu and Press **OK**



Select desired number in the list and Press **OK**








3-4-1-3. Edit Contact

You can edit information such as phone number, name, ring tone and the picture of the contact. Once you have edited the information, select "Save" to save the data. If you don't want to save, select "Cancel".

			
Select PHONEBOOK in the main menu and Press OK	PHONEBOOK MENU	Select ALL CONTACTS in the Phonebook Menu and Press OK	ALL CONTACTS LIST
			
Select the contact in the All Contacts List and Press OK	Select "EDIT" option in the Menu and Press OK	Enter information in Update Contact window and select "SAVE" and Press OK	


3-4-1-4. Delete Contact

You can delete contact information that you do not need anymore.

			
Select PHONEBOOK in the main menu and Press OK	PHONEBOOK MENU	Select ALL CONTACTS in the Phonebook Menu and Press OK	ALL CONTACTS LIST
			
Select the contact in the All Contacts List and Press OK	Select "Delete" option in the Menu and Press OK	Select "Delete" to delete the contact and Press OK	

3-4-2. Search Contact

You can search for a contact stored in the Phonebook by name or phone number. When you locate the desired information, you can make a call, edit or delete the contact information.

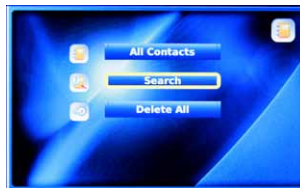
			
Select PHONEBOOK in the main menu and Press OK	Select "Search" in the Phonebook Menu and Press OK	Search Menu	

3-4-2-1. Search by Name

You can search for a contact by name in the Phonebook by selecting "Search by name"



Select **PHONEBOOK** in the main menu and Press **OK**



Select "Search" in the Phonebook Menu and Press **OK**



Search Menu



Select "Search by name" in the Search Menu and Press **OK**



Enter the name that you wish to find and Press **OK**



The contact information will be displayed

NOTE:

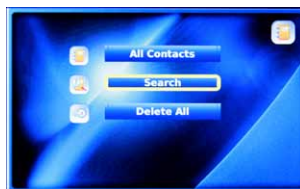
You should enter all the characters with upper and lower case letters.

3-4-2-2. Search by Phone Number

You can search for a phone number that has been saved.



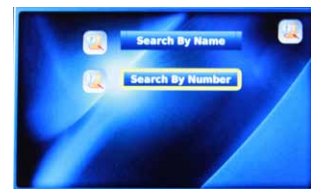
Select **PHONEBOOK** in the main menu and Press **OK**



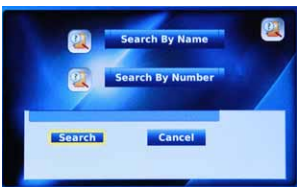
Select "Search" in the Phonebook Menu and Press **OK**



Search Menu



Select "Search by number" in the Search Menu and Press **OK**



Enter the phone number you wish to find in the "Search by Number" window and Press **OK**

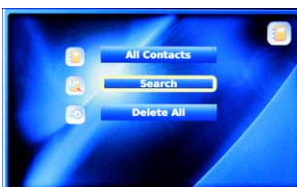


The information will display. Select **OK** and select the number you wish to call.

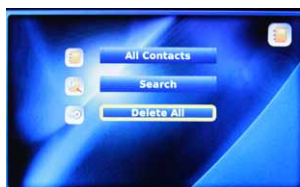
3-4-3. Delete All

You can "Delete All" of the information in the Phonebook.

WARNING: SELECTING OK WILL AUTOMATICALLY DELETE ALL ENTRIES IN YOUR PHONEBOOK. YOU WILL NOT BE GIVEN A SECOND WARNING AND WILL NOT BE ABLE TO RETRIEVE THESE ENTRIES AFTER YOU SELECT OK.



Search Menu



Select "Delete All" in the Phonebook Menu



Select "Delete All" in the "Delete All" menu and Press **OK**

3.5 Call Log

The user can see all of the calls answered, dialed or missed by the phone. A call can be placed by selecting a number from the "Call Log" or selected entries can be saved or deleted from the Phonebook.



Select "Call Log" from the Main Menu and Press **OK**



Call Log Menu

NOTE: A total of 300 calls (answered, dialed or missed) will be stored on the phone. The oldest calls will be deleted first.

3-5-1. Total Calls

Total calls answered, dialed or missed are listed in "Total Calls". You can make a call by selecting the desired number.



Select "Call Log" from the Main Menu and Press **OK**



Call Log Menu



Select "Total Calls" from the Call Log Menu and Press **OK**



Select "Search by number" in the Search Menu and Press **OK**



Select "Make a Call" and Press **OK**



Your video phone makes a call

3-5-2. Viewing Answered Calls

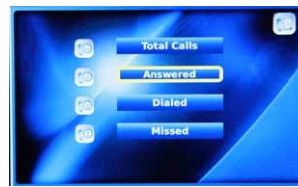
"Answered" lists all calls recently answered. You can see numbers of recently received calls, make a call by the number selected and record the number in phonebook.



Select "Call Log" From the Main Menu



Call Log Menu



Select "Answered" in the Call Log Menu and Press **OK**



Select the number or contact name in the Answered Calls window and Press **OK**



Select "Make A Call" in the menu and Press **OK**



Your video phone makes a call

3-5-3. Dialed Calls

You can see all the numbers of recently dialed calls, make a call by the number selected and save the number in Phonebook.



Select "Call Log"
From the Main Menu



Select "Dialed" in the Call Log Menu
and Press **OK**



Select the number or contact name
in the Dialed Calls window and
Press **OK**



Select "Make A Call" in the menu
and Press **OK**



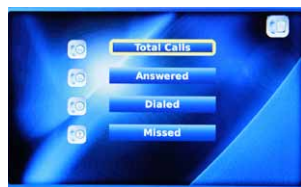
Your video phone makes a call

3-5-4. Missed Calls

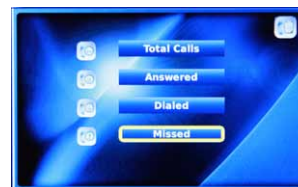
You can see all the numbers of recent calls which were missed and make a call by the number selected and record the number in Phonebook.



Select "Call Log" from the Main Menu
and Press **OK**



Call Log Menu



Select "Missed" in the Call Log Menu
and Press **OK**



Select the number in the Missed Calls
window and Press **OK**



Select "Make A Call" in the menu
and Press **OK**



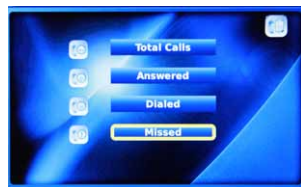
Your video phone makes a call

3-5-5. Making a Call, Saving or Deleting a Number from the Call Log

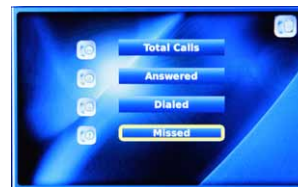
You can make a call to a selected number in the Call Log menu as well as save or delete it.

Making a Call

Select "Call Log" from the Main Menu
and Press **OK**



Call Log Menu



Select the type of call from the Call
Log and Press **OK**



Select the desired number
and Press **OK**



Select "Make A Call" in the menu
and Press **OK**



Your video phone makes a call

Saving a Number

Select "Call Log" from the Main Menu and Press **OK**



Call Log Menu



Select the type of call from the Call Log and Press **OK**



Select the desired number, select Save and Press **OK**

Deleting a Number

Select "Call Log" from the Main Menu and Press **OK**



Select Type of Call from the Call Log Menu and Press **OK**



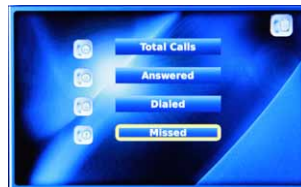
Select "Delete" in the menu and Press **OK**

Deleting All

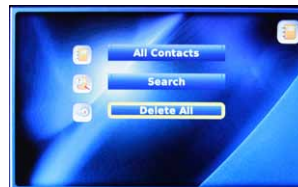
You can delete all calls in the log by selecting the Delete All button.



Select "Call Log" from the Main Menu and Press **OK**



Select the Type of Call from the Call Log and Press **OK**



Select "Delete All" in the menu and Press **OK**



From the Warning Menu select "Delete All"

3.6 Settings

In this menu, you can control the settings for your video phone for the system and time. Always press the **BACK** button to save and exit the menu. After each entry, you will see a screen asking you to verify your changes. Select "Yes" or "No" and hit the **OK** button.



Select "Settings" in the Main Menu and Press **OK**



Select "Systems Settings" Menu and Press **OK**

3-6-1. System Settings

You can set up the network and control the sound and display settings for your video phone here.



Select "Settings" in the Main Menu and Press **OK**



Select "System Settings" in the Settings Menu and Press **OK**



Select the Menu and Press **OK**

3-6-1-1. Network

The Network settings of your video phone are pre-set to allow calls through the Internet.



Select "Settings" in the Main Menu and Press **OK**



Select "System Settings" in the Settings Menu and Press **OK**



System Settings Menu



Select "Network" from menu and Press **OK**

PLEASE DO NOT ATTEMPT TO ADJUST ITEMS IN THE NETWORK MENUS. PLEASE CONTACT ACN TECHNICAL SUPPORT FOR ASSISTANCE – 888-414-1958 (U.S.) or 866-913-3445 (Canada).

3-6-1-2. Factory Reset

You can reset your video phone to pre-set Factory Settings. If your video phone is initialized, all configurations you previously saved are deleted.



Select "Settings" in the Main Menu and Press **OK**



Select "System Settings" in the Settings Menu and Press **OK**



System Settings Menu



Select "Factory Reset" from menu and Press **OK**

PLEASE DO NOT ATTEMPT TO ADJUST ITEMS IN THE FACTORY RESET MENUS. PLEASE CONTACT ACN TECHNICAL SUPPORT FOR ASSISTANCE – 888-414-1958 (U.S.) or 866-913-3445 (Canada).

3-6-1-3. Sound

You can select the sound settings for ringtones, sound effects and volume controls. You can use a default ringtone or customize your own ringtones. Save your custom ringtones as MP3 or .wav files on your SD Card or USB drive and insert into phone.



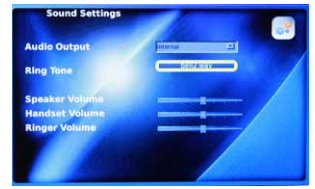
Select "Settings" from the Main Menu and Press **OK**



Select "Systems Settings" Menu and Press **OK**



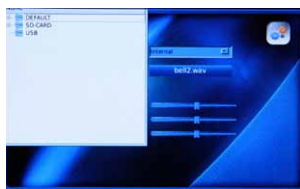
Select "Sound" in the System Settings Menu and Press **OK**



Select "Ring Tone" and Press **OK**



Select a default ringtone or the device (SD or USB) where the ringtone is stored.



Select the desired ringtone from the list and press **OK**



Press **BACK**



Select "Yes" and Press **OK** to save

Please note that the USB/SD device must stay plugged into the video phone for your customized ringtones to work.

Speaker Volume, Handset and Ringer Volume can also be adjusted from here. Changing Volume controls on this menu will remain for every call.

Always press the **BACK** button to save and exit the menu. After each entry, you will see a screen asking you to verify your changes. Select "Yes" or "No" and select **OK** to save your settings.

3-6-1-4. Display

You can setup the Display Output, LCD Brightness and Language.



Select "Settings" in the Main Menu and Press **OK**



Select "System Settings" in the Settings Menu and Press **OK**



Select the Menu and Press **OK**



Select "Display" in the System Settings Menu

Your video phone gives you the flexibility to move your phone's visual image to an external monitor. You can set the Video Output device to activate this option. Always press the **BACK** button to save and exit the menu. After each entry, you will see a screen asking you to verify your changes. Select "Yes" or "No" and select **OK** to save your settings.

Display Output

Select "Display Output" choosing between "LCD", "TV Out (PAL)" and "TV Out (NTSC)". Use Video Output if you wish to connect your video phone to a TV or computer screen.

LCD Brightness

Use Navigation Arrows to adjust the "LCD Brightness". Use to adjust the brightness of your screen.

Language

Use Navigation Arrows to select the language you prefer.

If your upload bandwidth is less than 200, please contact your ISP about higher speed service.

If your upload bandwidth is between 200 and 365, you should select an Upload bandwidth speed of 128.

If your upload bandwidth is between 366 and 531, you should select an Upload bandwidth speed of 256.

If your upload bandwidth is between 532 and 698, you should select an Upload bandwidth speed of 384.

If your upload bandwidth is greater than 699, you should select an Upload bandwidth speed of 512.

NOTE: You cannot change your display settings while on a call. You must make and save your selection prior to making calls. To see the effects of the change, you'll need to place a call. The party you have called will be able to tell you if your picture is clearer. If you set the upload bandwidth speed too high, it will distort the quality of picture. To adjust, simply reset your upload bandwidth speed to the next setting down.

3-6-1-5. Personal Options

You can set up Picture Capture, Self-View, Power Saving, Wallpaper, Digital Photo Frame On/Off and Digital Photo Frame Delay from this menu.



Select "Settings" in the Main Menu and Press **OK**



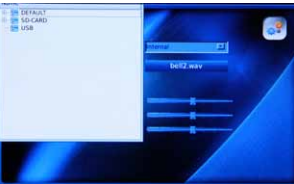





Select "Systems Settings" Menu and Press **OK**



Select "Personal Options" in the System Settings Menu and Press **OK**



Choose "Picture Capture"

			
<p>Select the device where the stored pictures are housed (either "SD" or "USB"). Use to capture pictures while on a call.</p>	<p>Highlight Self-View box and select OK if you want to enable the self-view option. Allows you to see what the caller sees.</p>	<p>Use the Navigation Arrows to select the amount of seconds ("30," "60" or "90") before the video phone goes to the Digital Photo Frame or to a black screen.</p>	<p>Highlight Wallpaper and select OK if you want to enable Wallpaper. Wallpaper is the video phone background displayed on your LCD screen. You can choose a different wallpaper pattern to be displayed from a SD card or USB flash drive inserted in your video phone. <i>Note: The Wallpaper will not work unless the Digital Photo Frame is disabled.</i></p>
	<p>Highlight Digital Photo Frame and select OK if you want to enable the Digital Photo Frame. Allows the video phone to display random pictures that are either stored on the video phone or on a SD card or USB flash drive.</p>		<p>Select the delay you wish in between each Digital Photo Frame from 15, 20, 25 or 30 seconds.</p>

3-6-1-6. Video

Upload Bandwidth



Upload Bandwidth is the capacity at which the video phone can upload data over your Internet connection. The IRIS 3000 comes with pre-set optimal factory settings. If the video image you are sending is not as clear as you would like, you can adjust the upload bandwidth speed of your video phone.

Frame Rate



The Frame Rate is the speed at which your video phone updates images. You can select Low, Normal, or High depending on your bandwidth speed.

Video Codec

Video Codec represents the video compression on your phone. The IRIS 3000 uses two video codecs: H.263 and H.264. The Video Codec will automatically adjust to the appropriate setting based on the upload bandwidth and frame rate selected.

3-6-2. Time Setting

Your video phone provides you with a world time function.



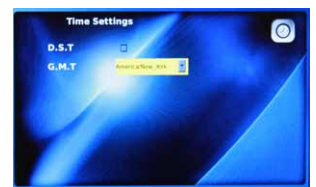
Select "Settings" in the Main Menu and Press **OK**



Select "System Settings" in the Settings Menu and Press **OK**



Select "Time Setting" in the Settings menu and Press **OK**



Time Settings menu

DST (Daylight Saving Time)



Select "On" to enable "Daylight Saving Time" or "Off" to disable it.

GMT (Greenwich Mean Time)



Use the Navigation Arrows to select the time zone for your area.

3-6-3. Upgrade

The Upgrade section shows the details of your video phone's software. **YOU ARE UNABLE TO ADJUST ITEMS IN THE UPGRADE MENUS. PLEASE CONTACT ACN TECHNICAL SUPPORT FOR ASSISTANCE – 888-414-1958 (U.S.) or 866-913-3445 (Canada).**

3-6-4. Administrator

The Administrator menus provide access to more complex settings, such as SIP, A/V Codec setting, DNS, Proxy and LAN settings. **YOU ARE UNABLE TO ADJUST ITEMS IN THE ADMINISTRATOR MENUS. PLEASE CONTACT ACN TECHNICAL SUPPORT FOR ASSISTANCE at 888-414-1958 (U.S.) or 866-913-3445 (Canada).**

3.7 Digital Photo Frame

Before attempting to use Digital Photo Frame, go to Personal Options under System Settings. Check the Digital Photo Frame Box to enable the feature. Press the Back button and click yes to save the change.



Insert the USB device or SD card into your phone.



Select "Digital Photo Frame" from the Main Menu and Press **OK**.



Select "View Another Picture" and Press **OK**



Select the location (USB or SD) and the folder where your pictures are stored and press the **Right Arrow Key**



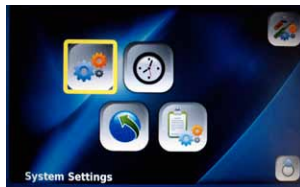
Select the folder where the pictures are stored or select individual photos inside the folder or multiple folders on the device.

NOTE: If you remove the SD or USB device from the phone, Digital Photo Frame will run the first 100 pictures saved on the phone.

To initialize Digital Photo Frame, you must turn Digital Photo Frame "On" and set the desired delay between photos in the Personal Options menu.



Select "Settings" in the Main Menu and Press **OK**



Select "System Settings" in the Settings Menu and Press **OK**



System Settings Menu



Select "Display" in the System Settings Menu

Digital Photo Frame On/Off

Digital Photo Frame Delay



Scroll down to Digital Photo Frame and check the box by pressing **OK** to enable Digital Photo Frame "On." Or, uncheck the box if you would like to turn it off.











Select the amount of delay you wish in between each Digital Photo Frame from "15, 20, 25 or 30 seconds."



Press the **BACK** button when finished. Select "Yes" to save and Press **OK**

NOTE: If you are displaying large photos (more than 3 mega pixels), set the delay to 20 seconds to allow time for each photo to load.

View Another Picture		Next Picture	Previous Picture
			
Select "View Another Picture"	Select the file type you want to display and Press OK	Select "Next Picture" in the window to view the next photo and Press OK	Select "Previous Picture" in the window to view the last photo and Press OK
<p><i>NOTE: The video phone can only use JPG and PNG image formats. If the size of your image is greater than 3 megapixels, increase the time delay between pictures to 20 seconds in order to give each photo time to load.</i></p>			
Delete the Current Picture			
			
Select "Delete the Current Picture" in the window	Select "YES" if you want to delete the picture and Press OK		
<p>3-8. Information You can view the most significant information about your video phone in this section.</p>			
			
Select "Information" in the Main Menu and Press OK	Phone Information		

TROUBLESHOOTING GUIDE

Problem	Troubleshooting
I cannot turn on the power.	<ul style="list-style-type: none"> • Verify the power cable is connected correctly. • Press top part of power switch on back of phone to verify it is down. • Verify power outlet works by connecting a clock, radio, or other device to it.
LCD screen is not turned on.	<ul style="list-style-type: none"> • Power cycle the phone by turning the phone off and then on again. • Verify the power cable is connected correctly. • Press a key or lift handset to verify power saver mode is not on.
I cannot hear the call connection signal from handset.	<ul style="list-style-type: none"> • Verify the handset is connected to the left port of the video phone.
I cannot make a call.	<ul style="list-style-type: none"> • Verify the Internet cable is connected to the WAN port or LAN port. • Verify the handset is connected to video phone. • If the video phone is connected properly to the Internet, verify the registration lamp turns on. If not, check if the server and user information are correct. • If the video phone is connected correctly to the network, the called party may not be registered with the same network. • Power cycle the phone by turning the phone off and then on again. • If you are using speed dial, verify the number is correctly registered in the Phonebook. • If a called party uses a video phone installed on a private network or firewall system, the call may not be connected. • Family Plan customers may not call phones off the ACN network. Their phone numbers start with 100 or 101. • Verify the called number is correct. Long Distance and toll free calls require 1+ the area code and phone number of the number called.
I cannot receive incoming calls.	<ul style="list-style-type: none"> • If the video phone is installed on a private network or a firewall system, you may not receive calls. • Verify registration light is on. If the phone is not registered, you cannot receive calls. • Power cycle the phone by turning the phone off and then on again.
When I receive a call, the screen is turned on but there is no ringing sound.	<ul style="list-style-type: none"> • Verify the ringtone volume level is set higher than "1" in the "Sound Settings" menu.
The call is connected, but the other party's screen is dark and the sound quality is poor.	<ul style="list-style-type: none"> • If the video phone is installed on a private network or behind a firewall, you may not be receiving the other party's screen. • Check and verify if a camera is connected to the called party's video phone.
The call is connected, the screen is visible, but there is no sound.	<ul style="list-style-type: none"> • Check and verify if the called party's microphone is working. • Increase the volume levels. • If the video phone is installed on a private network or behind a firewall, you may not be receiving the other party's audio.
The call is connected, both audio and video are present, but the called party cannot see or hear me.	<ul style="list-style-type: none"> • Check and verify if the called party's video phone is installed on a private network or a firewall system. • Check and verify if the audio/video input path is correctly configured in the "Set-up" menu during a call. • Check to see if the other party's audio/video device works properly.
The call is connected, and I can see the screen and hear the sound and the other party can see me but cannot hear me.	<ul style="list-style-type: none"> • Verify the audio input path is configured correctly in the "Set-up" menu during a call. • Verify that the called party's audio device works properly.
The call is connected, both the audio and video are present, and the called party can hear me but cannot see me.	<ul style="list-style-type: none"> • Verify that the video input path is correctly configured in the "Set-up" menu during a call. • Verify that the called party's video device is working properly.

The other party's screen is frozen and there is no sound.	<ul style="list-style-type: none"> • Verify the video phone is connected to Internet properly. • Verify the called party's video phone was not disconnected from Internet.
Phone connected to FXS port does not ring.	<ul style="list-style-type: none"> • Verify that IRIS 3000 is functioning properly without phone connected to FXS port. • Verify phone cable from IRIS 3000 to auxiliary phone are securely connected. • Connect phone directly to FXS port. Do not use house wiring or external CID or answering machine. • Verify auxiliary phone has ringer turned on. • Test with a different phone if possible. Some phones may require more than the IRIS 3000 can supply. Not all phones are compatible.
Unable to answer call from phone connected to FXS port.	<ul style="list-style-type: none"> • Verify that IRIS 3000 is functioning properly without phone connected to FXS port. • Verify phone cable from IRIS 3000 to auxiliary phone is securely connected. • Connect phone directly to FXS port, do not use house wiring or external CID or answering machine. • Test with a different phone if possible. Some phones may require more than the IRIS 3000 can supply. Not all phones are compatible.
Unable to make call from phone connected to FXS port.	<ul style="list-style-type: none"> • Verify that IRIS 3000 is functioning properly without phone connected to FXS port. • Verify phone cable from IRIS 3000 to auxiliary phone is securely connected. • Verify that phone is set to TONE dialing, not PULSE. • Connect phone directly to FXS port. Do not use house wiring or external CID or answering machine. • Test with a different phone if possible. Some phones may require more than the IRIS 3000 can supply. Not all phones are compatible.
Unable to use *1 or *2 feature on phone connected to FXS port.	<ul style="list-style-type: none"> • Verify that IRIS 3000 is functioning properly without phone connected to FXS port. • Verify phone cable from IRIS 3000 to auxiliary phone is securely connected. • Verify that phone is set to TONE dialing, not PULSE. • Connect phone directly to FXS port. Do not use house wiring or external CID or answering machine. • Test with a different phone if possible. Some phones may send DTMF differently. Not all phones are compatible.
When the video phone is connected to TV or monitor, the images displayed on the LCD screen and TV or monitor are different.	<ul style="list-style-type: none"> • When the external video output port is connected to TV or monitor, certain parts of the image will not be displayed as shown on the LCD screen of your video phone.
My video phone will not register	<ul style="list-style-type: none"> • Ensure the video phone is pulling an IP address from your modem/router. • Power Cycle your modem, router, and video phone. • Firewalls can block ports needed for registration.

WARNING MESSAGES

DURING	WARNING MESSAGE	DESCRIPTION/MEANING
Power On	Loading System	Loading the Latest Firmware
	Initializing UI	Loading Personal Settings
	Initializing Network	Obtaining IP. Contacting NTP Server
	Provisioning	Checking for and Downloading updates
	Contact Provisioning Server	Checking for and Downloading updates
	Upgrade in Progress Do not Disconnect your device	Downloading firmware from server
	Checking for upgrade	Checking for new updates
	Reading USB	A USB storage device has been inserted
	Ejecting USB	A USB storage device has been removed
	Reading SD	A SD storage device has been inserted
	Ejecting SD	A SD storage device has been removed
	Unplugged Network Cable	Ethernet cable is unplugged
	Device not Registered Dialing not allowed	The video phone is attempting to contact the Registration Server but there is no Response
	Network problem Found Check your network Settings	The video phone has detected an error with your network settings
During a Call	Hold	You have placed other party on Hold
	On Hold	You have been placed on hold by other party
	Privacy On	You have turned privacy on
	Video Muted	Privacy has been turned on by other party
	Mute On	You have placed other party on mute
	Extension in Use	FXS phone is in use
	Call Transfer	Call is being transferred to the FXS phone
	Saving Image	Snapshot is being saved to storage device
	Storage Device not available	No storage device is detected when trying to save image
	Audio Conference in Progress	3 way audio call is now in progress
Attempting to Place a Call	The phone is busy now.	The called party is busy and unable to take call
After Completing a Call	The phone is busy now.	The called party is busy and unable to take call
Setting User Configuration	Invalid Password	Your password is incorrect
	Converting Phonebook	Phonebook is being initialized
	Converting Call Log	Call log is being initialized
	Converting Photos	Photos are being resized
	Saving Images	Photos are being saved to the phone's memory